Schedule Change

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- Rebooking Parameters
- Length of Flight Time Change Rebooking Guidelines
- Endorsement Box/Waiver Code Requirement

SCHEDULE CHANGE
- Detailed Schedule Change Guidelines
- Co-Terminals/Multiple Airport Cities
- Tickets that are Revalidated

REFUNDS
- Refund Guidelines
- Additional Categories

Schedule Change Processing Guidelines

Processing Guidelines
A Schedule Change is a planned change that may occur more than 72 hours prior to the flight’s scheduled departure. Examples - Change of flight times, change of flight numbers, reduction of service, discontinuation of all service in a market.

American automated reaccommodation queue places all schedule changes to the booking source for notification. It is the responsibility of the booking source to notify the customer, acknowledge the schedule change and reissue the ticket.

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<td>Unprocessed schedule change within 4 days/ up to 4hrs (International) 2hrs (Domestic) on Day of Departure</td>
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<td>• FLL – PBI - MIA</td>
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<td>• SFO – SJC - OAK</td>
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<tr>
<td>• LAX - ONT - BUR – SNA - LGB</td>
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<td>• EWR - NYC (JKF, LGA) – HPN</td>
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</tr>
<tr>
<td>• HOU - IAH</td>
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</tr>
</tbody>
</table>
Quick Reference: Length of Flight Time Change - Rebooking Guidelines

<table>
<thead>
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<th><strong>Length of Flight Time Change</strong></th>
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<td><strong>Basic Economy</strong></td>
<td>59 minutes or less</td>
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</tbody>
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**Endorsement Box/Waiver Code Requirement**

**Tickets that are Revalidated**

**SalesLink Validation**

**Additional Ticketing/Itinerary Information**

**Quick Reference: Length of Flight Time Change - Rebooking Guidelines**

**Flight Number Only** (BRD/OFF and RBD are the same)

May only be accepted for the new flight number change
- May not reaccommodate to an alternate flight time
- Any changes will result in a voluntary change and all fare rules/restrictions will apply
- May not request a refund

**59 Minutes or less**

May offer another flight wholly on AA or AA* (any AA codeshare) maintaining same inventory, same travel day, and same origination/destination as originally ticketed
- If unable to book for the same day due to the schedule flight times are not available may:
  - Book 1st available flight as close to the original departure time as possible
    - Example: Last flight to 1st available next day in same inventory
  - May utilize Schedule Change Double Time - **Revalidation Request**

AA flights only, may add/remove an alternate connecting point within valid fare routing for the destination on the original ticket or unless a nonstop is the only option
- For example:
  - JFK-PLS nonstop may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA
  - or PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop

AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight in the same inventory

**60 Minutes or greater**

May offer another flight on the same day or within 1 day before or after the customer’s affected original departure time
- May offer co-terminals
If the customer has chosen an alternate co-terminal airport, they may use that airport for their continuing or return journey. **This change must be made at the time of original ticket reissue**

- May change the transfer point as long as it is a valid American routing
- May change from a connection to a non-stop
- AA destinations with less than daily service may book 1st available for that market before/after the original scheduled flight
- **Exception:** Brazil domestic flights greater than 30 minutes only

**AA prime flights:** same or lowest available inventory, same cabin, up to and including H inventory
- Premium Economy ticketed customers are rebooked on AA flights in W/P inventory

**AA*/oneworld®:** same or lowest available inventory, same cabin, up to and including H inventory
- Excludes booking W inventory premium economy on AA* from any main cabin inventory
- Premium Economy ticketed customers are rebooked on AA*/oneworld® in W inventory

**AA*/non-oneworld:** maintaining same inventory as originally ticketed

Travel Agents are prohibited to book the prime carrier, may only book the AA* (AA oneworld Codeshare)

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### Non-stop to connection

**May offer:** 300-Mile Radius

- May book same or lowest available inventory, same cabin, up to and including H inventory
- May offer another non-stop at a different time of day or 1st available non-stop as close to the original departure time as possible

---

### Invalid Connections

**May offer:** 300-Mile Radius

May offer another flight on the same day or within 1 day before or after the customer’s affected original departure time
- May book same or lowest available inventory, same cabin, up to and including H inventory
- May offer co-terminals
  - If the customer has chosen an alternate co-terminal airport, they may use that airport for their continuing or return journey. **This change must be made at the time of original ticket reissue**
- May change the transfer point as long as it is a valid American routing

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### Connections over 4 hours; Overnight Connections; Discontinuation of Service

**May offer:** 300-Mile Radius

Rebooked itinerary must be from/to the same origin/destination as indicated on the original ticket or within these parameters:
- May book same or lowest available inventory, same cabin, up to and including H inventory

Note: If there is an automated protection agreement implemented they must follow those guidelines

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### Through flight to a connection, no time change

No Changes are permitted
Basic Economy ticketed fare

Short-haul:
- Must be rebooked in B inventory only, including any change to the length of flight time.

Long-haul:
- Must be rebooked in the original ticketed inventory only, including any change to the length of flight time.
- Short-haul / Long-haul Destinations

<table>
<thead>
<tr>
<th>Basic Economy Short-haul</th>
<th>Basic Economy Long-haul</th>
</tr>
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<tbody>
<tr>
<td>Short-haul includes destinations located within:</td>
<td>Long-haul includes select transatlantic destinations:</td>
</tr>
<tr>
<td>- U.S.</td>
<td>- AA Prime flights</td>
</tr>
<tr>
<td>- Canada</td>
<td>- AA*/Codeshare flights</td>
</tr>
<tr>
<td>- Caribbean</td>
<td>- operated by British Airways</td>
</tr>
<tr>
<td>- Mexico</td>
<td>- operated by Iberia</td>
</tr>
<tr>
<td>- Central America</td>
<td>- operated by Finnair</td>
</tr>
</tbody>
</table>

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AA with OA Schedule Change

Validated on 001 Ticket Stock:
- **59 Minutes or less:**
  - May offer another flight wholly on AA or AA* (any AA codeshare) maintaining same inventory, same travel day, and same origination/destination as originally ticketed
  - **OA Prime flights:** same inventory, same fare, same origin/destination, and same date of travel as originally ticketed for the OA flight segments. No OA*/Codeshare segments allowed

- **60 minutes and greater /flight changes from a non-stop to a connecting flight/invalid connection or AA destinations with less than daily service:**
  - **AA prime flights:** same or lowest available inventory, same cabin, up to and including H inventory
    - Premium Economy ticketed customers are rebooked on AA flights in W/P inventory
    - May book one day prior to the departure of their original ticketed flight to allow for a valid connection
    - May change their return and/or continuing flight to match original length of stay maintaining the same ticketed inventory
  - **AA*/oneworld®:** same or lowest available inventory, same cabin, up to and including H inventory
    - Excludes booking W inventory premium economy on AA* from any main cabin inventory
    - Premium Economy ticketed customers are rebooked on AA*/oneworld® in W inventory
  - **AA*/non-oneworld:** maintaining same inventory as originally ticketed
    - **OA Prime flights:** same inventory, same fare, same origin/destination, and same date of travel as originally ticketed for the OA flight segments. No OA*/Codeshare segments allowed
      - If available may book wholly AA prime flights replacing OA Prime flights, same cabin, up to and including H inventory
      - If original ticketed inventory for OA segment is not available, must contact OA carrier for authorization of different inventory. An OSI/SSR must be sent to the AA PNR by OA Carrier

Validated on OA (XXX) Ticket Stock:
- **59 Minutes or less:**
  - May offer another flight wholly on AA or AA* (any AA codeshare) maintaining same inventory, same travel day, and same origination/destination as originally ticketed

- **60 minutes and greater /flight changes from a non-stop to a connecting flight/invalid connection or AA destinations with less than daily service:**
Restricted to oneworld® codeshare partners, may book lowest available inventory, same cabin, up to and including H inventory
  - Excludes booking W inventory premium economy on AA* from any main cabin inventory
  - Premium Economy ticketed customers are rebooked on AA*/one world® in W inventory
  - May not change OA flight time/date

Excludes booking W inventory premium economy on AA* from any main cabin inventory

Premium Economy ticketed customers are rebooked on AA*/one world® in W inventory

May not change OA flight time/date

The overall impact to the itinerary must be considered when determining what booking parameters are allowed for the schedule change.
Example: Even though the departure of a flight may have been changed by only 45 minutes, if the change is due to an invalid connection, the overall impact may be more than 45 minutes.

AA Prime flights:
- 59 minutes or less - Rebook on AA in ticketed inventory only
- 60 minutes or greater - May book lowest available inventory up to H inventory in the same cabin
  - Premium Economy ticketed customers are rebooked in W/P inventory
  - Follow Length in Flight Time Change

Basic Economy fares:
**Short-haul:**
Must be rebooked in B inventory only, including any change to the length of flight time

**Long-haul:**
- Must be rebooked in the original ticketed inventory only, including any change to the length of flight time

**AA* operated by a oneworld® carrier:**
- Rebook on AA* operated by a oneworld® carrier in ticketed inventory if available, otherwise rebook in lowest available inventory up to and including “H” inventory in the same cabin.
  - Excludes booking W inventory premium economy on AA* from any main cabin inventory
  - Premium Economy ticketed customers are rebooked in W inventory
  - Other airline prime flight prohibited

**AA* operated by a non-one world® carrier:**
- Rebook on AA* operated by a non-one world carrier in the same ticketed inventory
  - Other airline prime flight prohibited

**Refunds:**
- Flight delay of 60 minutes or greater is valid for a refund
- Non-stop to connection
- Complete customers’ requirements refer to Schedule Change Refunds
Endorsement Box/Waiver Code Requirement

### Endorsement Box Requirement

**New Ticket Endorsement Box must indicate the waiver code:**

**SKCHG**

This is the *only annotated verbiage* required on the new ticket and supersedes the required verbiage for the fare ticketed.

Note: if you choose to include the original fare ticket endorsement verbiage; **SKCHG** should appear at the start of the endorsement/restrictions text on the replacement ticket.

### Other Endorsements for a Schedule Change:

- **Reduction in Frequency (Day of week)/Suspension of Service:**
  - **SKCHG/REDUCSUSP**
- **If Other Airline created the Schedule Change:**
  - **SKCHG/XX (XX= other airline code that created the schedule change)**
- **300-Mile Radius:**
  - **SKCHG/300M**

This is the *only annotated verbiage* required on the new ticket and supersedes the required verbiage for the fare ticketed.

Note: if you choose to include the original fare ticket endorsement verbiage; **SKCHG/*---* should appear at the start of the endorsement/restrictions text on the replacement ticket.

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Tickets that are Revalidated

<table>
<thead>
<tr>
<th>Tickets that are Revalidated</th>
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Tickets that are revalidated by American preserves agency control of the ticket. The agency will know that the ticket has been revalidated because the revalidation data will automatically be included when the agency requests a ticket display.

The revalidation is dynamic (real time), therefore when requesting a ticket display, you can quickly identify the updated flight, date, time and booking class data, on auto-reval flight coupons. Additionally, the PNR clearly indicates auto-reval updates have been processed resulting in your customer being check-in ready, requiring no reissue.

- If the itinerary in the PNR and the ticket data match exactly, the ticket has been revalidated by American. No reissue by the travel agency will be necessary. The passenger is check-in ready.

- Special PNR documentation (SSR/OTHS remarks) is indicated that a revalidation has occurred.
  - SSR OTHS YY MMDDYY AGCY TKT REVALIDATED FOR SCHD CHG
    (mmddyy = date of revalidation)
  - If the itinerary in the PNR and the ticket do not match, the agency must reissue the ticket using the normal schedule change guidelines (see Schedule Change Detail below)

Note: It can take up to 72 hours for a ticket coupon that qualifies to be revalidated. If the ticket coupon is not revalidated after that time, then follow the normal schedule change guidelines. You may utilize SalesLink Double Suites – Double Time to have the ticket coupon revalidated.

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SalesLink Validation for Schedule Change – Double Time

SalesLink validation for Schedule Changes for wholly AA or AA OR AA*

SalesLink validation

- Login to SalesLink
- Request Type – select “Service”, enter your PNR
- Waiver Type – select Schedule Change – Double Time
- Reason Code – select
  - Reissue AA Flights or Reissue AA Codeshare
- PNR details and VCR details Screen – update both sections
- Update New ticket Endorsement Box: SKCHG
  - No other annotation is required
- OR
- Reason Code – select
  - Revalidate AA Flights
  - PNR details and VCR details – update both sections

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Schedule Change Details:

AA Schedule Change

All AA Flights – Flight Number ONLY Changes

All AA Flights – for Revalidation

No Schedule Change - Invalid Minimum Connecting Time (MCT)

AA Flights – Basic Economy – Customer Does not Accept New Itinerary

AA Flights – Basic Economy – 300-Mile Radius

AA Flights - Customer Does Not Accept New Itinerary

AA Flights - 300-Mile Radius

AO Schedule Change

Itinerary Involves OA(s) Schedule Change(s) - 001 Ticket Stock

Itinerary Involves OA(s) and AA Itinerary in the same PNR with two separate tickets: XXX Ticket Stock and 001 Ticket Stock

Itinerary Involves OA(s) Schedule Change(s) XXX Ticket Stock

Itinerary Involves OA(s) Schedule Change(s) XXX Ticket Stock – Invalid Connection

Itinerary Involves OA(s) Schedule Change(s) – 001 Ticket Stock - Reduction of Service (Days)/Discontinuation of Service
AA Schedule Change

All American, American Eagle - Flight Number Only Change

<table>
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<tr>
<th>Travel Agent’s Guidelines</th>
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<tbody>
<tr>
<td>Flight Number Only wholly on American, American Eagle® itineraries are eligible for online check-in on AA.COM even when the flight number in the itinerary and the VCR coupon flight number are different. The time/date/origin-destination must match and the VCR coupon must be in OK status.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rebooking/Ticketing Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revalidation or Reissue is not required. Travel Agent may not reaccommodate to an alternate flight time or request a refund.</td>
</tr>
</tbody>
</table>

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AA Schedule Change

All American, American Eagle – Revalidation Request

<table>
<thead>
<tr>
<th>Travel Agent’s Guidelines</th>
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<tbody>
<tr>
<td>When the customer does not accept the new itinerary, the itinerary may be changed according to Schedule Change guidelines as provided in this document. Once the itinerary is changed, the ticket may be revalidated.</td>
</tr>
</tbody>
</table>

Eligible for Revalidation

- American and American Eagle® marketed and operated flights only
- Change in flight number
- Change in flight departure/arrival time
- Change of date
  - Book 1st available flight as close to the original departure time as possible
  - Example: Last flight to 1st available next day in same inventory

Ineligible for Revalidation:

- Changes to class of service
- Changes to itinerary routing including:
  - Connection flight
  - Co-Terminals
  - Multiple Airport Cities (MAC)
- Changes in fare basis or fare amount
- Changes to OA flight segments
- Changes to AA*/ Codeshare flight segments
- Changes in Operating Carrier

Return to Schedule Change Details

AA Schedule Change

All American, American Eagle, AA* (AA Codeshare) – No Schedule Change - Invalid Minimum Connecting Time (MCT)
### Travel Agent's Guidelines

A Schedule Change does not appear in the PNR, however the itinerary now reflects Invalid Minimum Connecting Time (MCT) – AA or AA* (any AA Codeshare)

American, American Eagle® AA* (any AA Codeshare) Itineraries where the General Facts have been updated by AA RIPA with:

SSR ADTK YY INVALID ITINERARY CONNECTION MCT NOT MET
SSR ADTK YY MODIFY PNR OR SUBJECT TO DEBIT MEMO

### Rebooking/Ticketing Procedures

- May book AA or AA* (any AA Codeshare) flights for the same travel dates, origination/destination, inventory, fare, and fare basis as originally ticketed.
- For AA flights, if original inventory is not available may book an AA flight in the next lowest available inventory, same cabin, up to and including H inventory.
- Premium Economy ticketed customers may be rebooked on AA in W/P inventory

**Note:** For customers ticketed on Basic Economy fares, see Basic Economy booking restrictions

- For AA flights, may add an alternate connecting point to the destination on the original ticket.
  - For example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA
- If no AA flights are available may select an alternate flight on AA* (any AA codeshare)
  - AA*/oneworld® allowed alternate inventory same cabin up to and including H inventory
    - Excludes booking W inventory premium economy on AA* from any main cabin inventory
    - Premium Economy ticketed customers may rebooked on AA*/oneworld® flights in W inventory

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## AA Schedule Change

**Basic Economy – Short-haul / Long-haul**

**AA Flights, Customer Does Not Accept Itinerary**

### Travel Agent's Guidelines

<table>
<thead>
<tr>
<th>Short-haul:</th>
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</thead>
<tbody>
<tr>
<td>Must be rebooked in B inventory only, including any change to the length of flight time</td>
</tr>
</tbody>
</table>

AA domestic destinations with less than daily service may book the 1st available flight for that market in B inventory only before/after the original affected flight.

<table>
<thead>
<tr>
<th>Long-haul</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be rebooked in the original ticketed inventory only, including any change to the length of flight time</td>
</tr>
</tbody>
</table>

AA Long-haul destinations with less than daily service may book the 1st available flight for that market in the original ticketed inventory only before/after the original affected flight.
Rebooking/Ticketing Procedures

For any change to the length flight time, or changes from a non-stop to connection, or an invalid connection:

**Short-haul**
- Must be rebooked in B inventory only

**Long-haul**
- Must be rebooked in the original ticketed inventory only

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AA Schedule Change

AA Flights, Customer Does Not Accept New Itinerary

<table>
<thead>
<tr>
<th>Travel Agent's Guidelines</th>
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</thead>
<tbody>
<tr>
<td>Customer does not accept new itinerary as updated by AA schedule change and requests an alternate time of travel on same day as ticketed:</td>
</tr>
<tr>
<td>Travel Agents may rebook new Itinerary for Customer</td>
</tr>
<tr>
<td>Customers that are traveling to/from a co-terminal location may be changed to an alternate Domestic co-terminal airport, if requested, for American Airlines segments only.</td>
</tr>
<tr>
<td>If the customer has chosen an alternate co-terminal airport, they may use that airport for their continuing or return journey. This change must be made at the time of original ticket reissue.</td>
</tr>
<tr>
<td>AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rebooking/Ticketing Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the Schedule Change is:</td>
</tr>
</tbody>
</table>

**59 minutes or less**
- May book AA or AA* (any AA Codeshare) flights for the same travel dates, origination/destination, same inventory as originally ticketed.
- If unable to book for the same day due to the schedule flight times are not available may:
  - Book 1st available flight as close to the original departure time as possible
    - Example: If booked on the last flight of the day may book 1st available next day in same inventory
  - May utilize Schedule Change Double Time - Revalidation Request
- AA flights, may add/remove an alternate connecting point within valid fare routing for the destination on the original ticket.
  - For example:
    - JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA or
    - PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop
- AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight in the same inventory

**60 minutes and greater**
- flight changes from a non-stop to a connecting flight/invalid connection
- AA destinations with less than daily service
• AA flights, if original inventory is not available may book an AA flight next lowest available inventory, same cabin, up to and including H inventory
• Premium Economy ticketed customers are rebooked on AA flights in W/P inventory

Note: Basic Economy ticketed customers, see Basic Economy booking restrictions
• AA flights, may add/remove an alternate connecting point within valid fare routing for the destination on the original ticket.
  For example:
  JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA or
  PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop
• If no AA flights are available may select an alternate flight on AA* (any AA codeshare)
  o AA*/oneworld® allowed alternate inventory same cabin up to and including H inventory
    ▪ Excludes booking W inventory premium economy on AA* from any main cabin inventory
    ▪ Premium Economy ticketed customers are rebooked on AA*/oneworld® flights in W inventory
  o AA*/non-oneworld maintaining same inventory
  o AA destinations with less than daily service may book the 1st available for that market before/after the original scheduled flight

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AA Schedule Change
AA Flights, AA Has Reaccommodated

<table>
<thead>
<tr>
<th>Travel Agent's Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Airlines has reaccommodated for a different date or different inventory and/or alternate origin/destination.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rebooking/Ticketing Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Agents may reissue reaccommodated itinerary as updated by American Airlines:</td>
</tr>
<tr>
<td>• As long as the new confirmed booking is not altered by the Travel Agent from what American has reaccommodated the Travel Agent may reissue the ticket</td>
</tr>
</tbody>
</table>

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AA Schedule Change
AA Flights, Customer Does Not Accept New Itinerary – Premium Cabin / Premium Economy Cabin/ UP Fares / BULK Premium Fares

<table>
<thead>
<tr>
<th>Travel Agent's Guidelines</th>
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</thead>
<tbody>
<tr>
<td>Customer does not accept new itinerary as updated by AA schedule change and requests an alternate time of travel on same day as ticketed:</td>
</tr>
<tr>
<td>AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight</td>
</tr>
</tbody>
</table>

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<th>Rebooking/Ticketing Procedures</th>
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<tbody>
<tr>
<td>If the Schedule Change is:</td>
</tr>
<tr>
<td><strong>59 minutes or less</strong></td>
</tr>
</tbody>
</table>

Return to Schedule Change Details
For the same travel dates, origination/destination, and same inventory as originally ticketed.

- May select an alternate flight on AA, same inventory, origin/destination
- If the ticketed inventory is not available, may protect in lower cabin
- If original ticket is a Premium through-fare which includes an American Eagle segment in coach, may book Premium Cabin when available
- If unable to book for the same day due to the schedule flight times are not available may:
  - Book 1st available flight in the same inventory as close to the original departure time as possible
  - Example: If booked on the last flight of the day may book 1st available next day in same inventory
  - May utilize Schedule Change Double Time - Revalidation Request
- If original ticket is a Premium through-fare which includes an American Eagle segment in coach, may book Premium Cabin when available
- AA destinations with less than daily service refer to Reduction in Frequency

### 60 minutes and greater / flight changes from a non-stop to a connecting flight/invalid connection

- If the same inventory is unavailable, may book AA or AA*/oneworld® in the lowest available inventory in the same cabin as ticketed
- If the ticketed inventory is not available, may protect in lower cabin on AA or AA*/oneworld®
- If original ticket is a Premium through-fare which includes an American Eagle segment in coach, may book Premium Cabin when available
- If unable to book for the same day due to the schedule flight times are not available may:
  - Book 1st available flight as close to the original departure time as possible
  - Example: If booked on the last flight of the day may book 1st available next day in same inventory
  - May utilize Schedule Change Double Time - Revalidation Request
- AA destinations with less than daily service refer to Reduction in Frequency

Return to Schedule Change Details

## AA Schedule Change

AA * (AA Codeshare), AA Has Reaccommodated

<table>
<thead>
<tr>
<th>Travel Agent’s Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Airlines has reaccommodated and may include: change to dates, origin/destination, inventory and/or AA* (AA Codeshares) service.</td>
</tr>
<tr>
<td>Customer accepts new itinerary as updated by AA schedule change.</td>
</tr>
<tr>
<td>If a schedule change on the AA* is for FLIGHT NUMBER ONLY (BRD/OFF and RBD are the same), the Travel Agent may not reaccommodate to an alternate flight time or request a refund. The ticket must be reissued for the OA carrier to receive the new flight number.</td>
</tr>
</tbody>
</table>
Travel Agents may reissue reaccommodated itinerary as updated by American Airlines:

- If AA confirms the reaccommodation with an AA* (AA Codeshare) flight
  Must confirm that you have received a record locator or OSI acknowledgement from the AA* (AA Codeshare). If not, contact the Other Airline directly to inquire.

**AA* (AA Codeshare) Service Example:**

AA Rome/New York service became seasonal - Customer was booked on an AA flight from FCOJFK and is now accommodated on an AA* (AA Codeshare) flight.

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**AA Schedule Change**

**AA* (AA Codeshare), Customer Does Not Accept New Itinerary**

<table>
<thead>
<tr>
<th>Travel Agent’s Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Does Not Accept New Itinerary</strong></td>
</tr>
<tr>
<td>- American Airlines has reaccommodated on the same day and requests an alternate time of travel on same day as ticketed</td>
</tr>
<tr>
<td>- AA destinations with less than daily service may book the 1st available flight for that market before/after the original scheduled flight</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rebooking/Ticketing Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If the schedule change is 59 minutes or less</strong></td>
</tr>
<tr>
<td>- May select an alternate flight wholly AA or AA* (any AA codeshare) maintaining same inventory, origin/destination as originally ticketed</td>
</tr>
<tr>
<td>- If unable to book for the same day due to the schedule flight times are not available may:</td>
</tr>
<tr>
<td>o Book 1st available flight as close to the original departure time as possible</td>
</tr>
<tr>
<td>▪ Example: If booked on the last flight of the day may book 1st available next day in same inventory</td>
</tr>
<tr>
<td>o May utilize Schedule Change Double Time - Revalidation Request for AA Prime flights only</td>
</tr>
</tbody>
</table>

**60 minutes and greater / flight changes from a non-stop to a connecting flight/invalid connection or AA destinations with less than daily service**

**Restricted to oneworld® codeshare partners**

- Book AA flight in same inventory as originally ticketed. If original inventory is not available may book AA flight in the next lowest available inventory, same cabin, up to and including H inventory
- May book on a AA*/oneworld®, if original inventory is not available may book next lowest available inventory, same cabin, up to and including H inventory
  ▪ Excludes booking W inventory which is premium economy on AA* from any main cabin inventory
  ▪ Premium Economy ticketed customers may be rebooked on AA*/oneworld® flights in W inventory
- If unable to book for the same day due to the flight time or schedule change is not acceptable:
May book an AA Prime/ oneworld® AA* on the first available flight maintaining the same origin/destination. If the original inventory is not available may book next lowest available inventory, same cabin, up to and including H inventory

- Excludes booking W inventory which is premium economy on AA* from any main cabin inventory
- Premium Economy ticketed customers are rebooked on AA*/oneworld® flights in W inventory
- May change their return and/or continuing travel dates on AA or AA*/oneworld® to match original length of stay, maintaining the same ticketed inventory

- May add/remove an alternate connecting point within valid fare routing for the destination on the original ticket
  - For example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA or PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop

Must confirm that you have received a record locator or OSI acknowledgement from the AA*/oneworld®. If not, contact the Other Airline directly to inquire

Travel Agents are prohibited to book the prime carrier, may only book the AA* (AA/oneworld® Codeshare)

- AA destinations with less than daily service may book 1st available for that market before/after the original scheduled flight

**Restricted to non-oneworld codeshare partners:**

- May select an alternate flight wholly AA or AA* (AA codeshare) maintaining same inventory, origin/destination as originally ticketed
  - May book AA or AA* segments only on the first available flight before/after the original ticket departure date maintaining origin/destination, same ticketed inventory as originally ticketed
    - May change their return and/or continuing flight to match original length of stay maintaining the same ticketed inventory

AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight in the same inventory

**Return to Schedule Change Details**

### AA Schedule Change

**AA With Other Airlines, Itinerary Includes OA Segment(s) 001 Ticket Stock**

<table>
<thead>
<tr>
<th>Travel Agent’s Guidelines</th>
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<tbody>
<tr>
<td>Itinerary includes Other Airline segment(s) 001 ticket stock</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rebooking/Ticketing Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>If schedule change results in an Invalid Connection, may rebook the AA segments to have a valid connection with the Other Airline flight segment</td>
</tr>
</tbody>
</table>

- **AA prime flights:** same or lowest available inventory, same cabin, up to and including H inventory
  - Premium Economy ticketed customers are rebooked AA in W/P inventory
  - May book one day prior to the departure of their original ticketed flight to allow for a valid connection
May change their return and/or continuing flight to match original length of stay maintaining the same ticketed inventory

Other Airline flight(s) on Itinerary:

- May book OA Prime flight for the same inventory and same date of travel as originally ticketed for the OA flight segments
- No OA*/Codeshare segments allowed
- If available may book wholly AA prime flights replacing OA Prime flights

When rebooking Other Airline segments:

- If the original ticketed Other Airline segment results in an invalid connection may book another airline that does not appear on original ticket. AA must have a valid interline agreement with this secondary carrier and the new segment(s) booking class must be valid for the fare ticketed. Check RBD for the valid booking class
- Must confirm that you have received a record locator or OSI acknowledgement from the Other Airline. If not, contact the Other Airline directly to inquire

Return to Schedule Change Details

**AA Schedule Change**

**OA Ticket Stock, Itinerary Involves AA Schedule Change(s) On (xxx) OA Ticket Stock, Customer Does Not Accept New Itinerary**

<table>
<thead>
<tr>
<th>Travel Agent’s Guidelines</th>
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</thead>
<tbody>
<tr>
<td>Customer does not accept new itinerary as updated by AA schedule change and requests an alternate time of travel on same day as ticketed:</td>
</tr>
<tr>
<td>AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight in the same inventory.</td>
</tr>
</tbody>
</table>

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<tr>
<th>Rebooking/Ticketing Procedures</th>
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<tbody>
<tr>
<td>If the Schedule Change is:</td>
</tr>
<tr>
<td><strong>59 minutes or less</strong></td>
</tr>
<tr>
<td>- May select an alternate flight wholly AA or AA* (any AA codeshare) maintaining same inventory, origin/destination, fare and fare basis as originally ticketed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>60 minutes and greater /flight changes from a non-stop to a connecting flight/invalid connection or AA destinations with less than daily service</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Restricted to oneworld® codeshare partners</td>
</tr>
<tr>
<td>- Book AA flight in same inventory as originally ticketed. If original inventory is not available may book AA flight in the next lowest available inventory, same cabin, up to and including H inventory</td>
</tr>
<tr>
<td>- May book on a AA*/oneworld®, if original inventory is not available may book next lowest available inventory, same cabin, up to and including H inventory</td>
</tr>
</tbody>
</table>
Excludes booking W inventory which is premium economy on AA* from any main cabin inventory.
- Premium Economy ticketed customers are rebooked on AA*/oneworld® flights in W inventory.

- AA flights, may add/remove an alternate connecting point within valid fare routing for the destination on the original ticket.
  - For example:
    - JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA
    - PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop
- AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight in the same inventory
- May not change the Other Airline flight/time/or date.

Return to Schedule Change Details

AA Schedule Change

OA Ticket Stock, Itinerary Involves AA Schedule Change(s) On (xxx) OA Ticket Stock That Caused Invalid Connection

<table>
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<tr>
<th>Travel Agent’s Guidelines</th>
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<tbody>
<tr>
<td>Itinerary involves AA Schedule Change(s) on (xxx) Other Airline ticket stock that caused an invalid connection.</td>
</tr>
</tbody>
</table>

Rebooking/Ticketing Procedures

If schedule change results in an Invalid Connection, may rebook the AA segments to have a valid connection with the Other Airline flight segment

- **AA prime flights**: same or lowest available inventory, same cabin, up to and including H inventory
  - Premium Economy ticketed customers are rebooked on AA in W/P inventory
  - May book one day prior to the departure of their original ticketed flight to allow for a valid connection
  - May change their return and/or continuing flight to match original length of stay maintaining the same ticketed inventory
- May add/remove an alternate connecting point within valid fare routing for the destination on the original ticket
  - For example:
    - JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA
    - PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop
- **AA*/Codeshare** (any Codeshare): may rebook maintaining same ticketed inventory origin/destination, fare and fare basis as originally ticketed

Other Airline flight(s) on Itinerary:

- May book OA Prime flight for the same inventory and same date of travel as originally ticketed for the OA flight segments
- No OA*/Codeshare segments allowed

When rebooking Other Airline segments:

- If the original ticketed Other Airline segment results in an invalid connection may book another airline that does not appear on the original ticket. AA must have a valid interline agreement with this secondary carrier.
and the new segment(s) booking class must be valid for the fare ticketed. Check RBD for the valid booking class.

- Must confirm that you have received a record locator or OSI acknowledgement from the Other Airline. If not, contact the Other Airline directly to inquire.

Return to Schedule Change Details

**AA Schedule Change**

**AA or AA* (AA Codeshare), Reduction in Frequency (Day of week)/Suspension of Service – No Protection Agreement in Place**

<table>
<thead>
<tr>
<th>Travel Agent’s Guidelines</th>
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</thead>
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<tr>
<td>Customer’s scheduled flight was affected by a reduction in frequency (day of week) or Suspension of Service and has the status of UN. An automated protection was not provided.</td>
</tr>
<tr>
<td>May reroute customer same day via an alternate connecting city or next available connecting or non-stop flight.</td>
</tr>
</tbody>
</table>

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<tr>
<th>Rebooking/Ticketing Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Restricted to AA and oneworld® codeshare partners only:</strong></td>
</tr>
<tr>
<td>- May book AA and/or AA*/oneworld® flight in same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory</td>
</tr>
<tr>
<td>- Excludes booking W inventory premium economy on AA* from any main cabin inventory</td>
</tr>
<tr>
<td>- Premium Economy ticketed customers are rebooked on AA*/oneworld® flights in W inventory</td>
</tr>
<tr>
<td>- May add/remove an alternate connecting point within valid fare routing for the destination on the original ticket</td>
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<tr>
<td>- For example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA or PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop</td>
</tr>
<tr>
<td>- For wholly AA flight itineraries, may offer 300-Mile Radius</td>
</tr>
</tbody>
</table>

Other Airline included in Itinerary:

- If the original ticketed Other Airline segment results in an invalid connection may book another airline that does not appear on the original ticket. AA must have a valid interline agreement with this secondary carrier and the new segment(s) booking class must be valid for the fare ticketed. Check RBD for the valid booking class.
- Must confirm that you have received a record locator or OSI acknowledgement from the Other Airline. If not, contact the Other Airline directly to inquire.

Return to Schedule Change Details

**OA Schedule Change**

**Itinerary Involves OA(s) Schedule Change(s) 001 Ticket Stock**

<table>
<thead>
<tr>
<th>Travel Agent's Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight in the same inventory.</td>
</tr>
</tbody>
</table>
Rebooking/Ticketing Procedures

**OA Prime flights**: same inventory, same fare, same origin/destination, and same date of travel as originally ticketed for the OA flight segments

- No OA*/Codeshare segments allowed
- If original ticketed inventory for OA segment is not available, must contact OA carrier
- If original ticketed inventory for OA segment is not available, must contact OA carrier for authorization of different inventory. An OSI/SSR must be sent to the AA PNR by OA carrier
- If schedule change results in an invalid connection may book wholly on AA. Check RBD for valid booking class

OR

If the Schedule Change is:

**59 minutes or less**

- May book an AA or AA* (any AA Codeshare) maintaining same inventory, origin/destination, fare as originally ticketed
  - May book one day prior to the departure of their original ticketed flight to allow for a valid connection

**60 minutes and greater /flight changes from a non-stop to a connecting flight/invalid connection or AA destinations with less than daily service**

Restricted to oneworld® codeshare partners

- Book AA flight in same inventory as originally ticketed. If original inventory is not available may book AA flight in the next lowest available inventory, same cabin, up to and including H inventory
- May book on a AA*/oneworld®, if original inventory is not available may book next lowest available inventory, same cabin, up to and including H inventory
  - Excludes booking W inventory premium economy on AA* from any main cabin inventory
  - Premium Economy ticketed customers are rebooked on AA*/oneworld® flights in W inventory

AA destinations with less than daily service may book the 1st available flight for that market before/after the original scheduled flight.

Return to Schedule Change Details

### OA Schedule Change

Other Airline Itinerary and AA Itinerary are in the same PNR with two separate tickets: XXX Ticket and 001 Ticket

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</thead>
<tbody>
<tr>
<td>Other Airline Itinerary and AA Itinerary is in the same PNR with two separate tickets issued: XXX ticket and 001 ticket</td>
</tr>
</tbody>
</table>
Rebooking/Ticketing Procedures

If the Other Airline schedule change resulted in an invalid connection with the AA ticketed flight segment:

- May book another AA flight for the same origin/destination, same day, and same inventory as the original ticket for a valid connection.

If same day connection for the AA ticketed flight segment is not available:

Contact Sales Support for assistance

OA Schedule Change

Itinerary Involves OA(s) Schedule Change(s) XXX Ticket Stock

Travel Agent's Guidelines

If itinerary involves Other Airline(s) Schedule Change(s) XXX ticket stock:

Customer does not accept new itinerary as updated by Other Airline schedule change processing and has not resulted in any type of invalid connection with an AA segment:

Rebooking/Ticketing Procedures

If the Other Airline schedule change is unacceptable to the customer, and the schedule change has not resulted in any type of invalid connection with an AA segment and the Other Airline has alternate flight schedule(s) available:

Travel Agents should contact the Other Airline causing the schedule change for rebooking assistance.

Return to Schedule Change Details

OA Schedule Change

Itinerary Involves OA(s) Schedule Change(s) XXX Ticket Stock – Invalid Connection

Travel Agent’s Guidelines

If itinerary involves Other Airline(s) Schedule Change(s) XXX ticket stock:

Customer does not accept new itinerary as updated by Other Airline schedule change processing that may have created an invalid connection with an AA segment:

Rebooking/Ticketing Procedures

If the Other Airline schedule change created an invalid connection and that airline does not have any other alternate schedules available for a valid connection with the AA segment:

May book another AA flight for the same origin/destination, same day, and same inventory as the original ticket for a valid connection

Return to Schedule Change Details
OA Schedule Change

Itinerary Involves OA(s) Schedule Change(s) 001 Ticket Stock – Reduction of Service (Days)/Discontinuation of Service

Travel Agent’s Guidelines

Itinerary involves Other Airline(s) Reduction in Service (Days) / Discontinuation of Service -Schedule Change(s) 001 ticket stock:

Rebooking/Ticketing Procedures

Travel Agents may rebook as follows:

If Other Airline has a reduction of service (days) or discontinuation of service and no protection of new flight:

- May book an AA* (AA Codeshare) maintaining same inventory, origin/destination, fare and fare basis as originally ticketed
- May book on a AA*/oneworld®, if original inventory is not available may book next lowest available inventory, same cabin, up to and including H inventory
  - Excludes booking W inventory premium economy on AA* from any main cabin inventory
  - Premium Economy ticketed customers are rebooked on AA*/ oneworld® flights in W inventory
- May book another airline that does not appear on the original ticket. AA must have a valid interline agreement with this secondary carrier and the new segment(s) booking class must be valid for the fare ticketed. Check RBD for the valid booking class

Return to Schedule Change Details

Additional Categories

Additional Ticketing/Itinerary Information

Rebooking:

Once the agency has accepted and reissued the ticket for the schedule change, the agency may exchange again by annotating SKCHG in the Endorsement Box under the following conditions:

- The original exchange is unacceptable to the customer
- If a customer was protected beyond their original travel time or date and an earlier flight becomes available
- A subsequent schedule change occurs

Refunds:

Once the agency has accepted and reissued the ticket for the Schedule Change with SKCHG in the endorsement box on the new ticket, and the customer decides not to travel:

Refund is permitted as long as the original schedule change was 60 minutes or greater

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Update: September 2018